



## Certificate of Express Mailing

"Express Mail" Mailing Label Number: **EJ745193897US**

Date of Deposit: **05/12/2000**

Ref: Case Docket No.: **P3253**

First Named Inventor: **Alec Miloslavsky**

Serial Number: **08/948,530**

Filing Date: **10/09/1997**

Title of Case: **Apparatus and Methods Enhancing Call Routing to and Within Call-Centers**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Amendment D.
2. Amendment transmittal.
3. Duplicate Amendment transmittal.
4. Certificate of express mailing.
5. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

(Signature of person mailing papers or fee)

05-15-00 2733  
"Express Mail" Mailing Label Number: EJ745193897US

CASE DOCKET NO. P3253

In reference to application of Alec Miloslavsky

MAY 12 2000

Serial No. 08/948,530

For Apparatus and Methods Enhancing Call Routing to and Within Call-Centers

RECEIVED  
MAY 23 2000  
TCP 2700 MAIL ROOM

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.

No additional fee is required.  
 Small entity status of this previously submitted application under 37 CFR 1.9 and 1.27 has been established by a verified statement previously submitted.  
 A verified statement to establish small entity status under 37 CFR 1.9 and 1.27 is enclosed.  
 The fee has been calculated as shown below.

**** CLAIMS AS AMENDED****							
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Claims Remaining After Amendment		Highest No. Paid For Previously	Present Extra	Rate Small Entity	Rate Large Entity	Additional Fee
Total Claims	5	Minus	**20	0	\$09.00	\$18.00	\$0
Indep. Claims	1	Minus	***3	0	\$39.00	\$78.00	\$0
<input type="checkbox"/> First presentation of a multiple dependent claim				\$135	\$270	\$0	
Extension Fee	<input type="checkbox"/> 1st Month	<input type="checkbox"/> 2nd Month	<input type="checkbox"/> 3rd Month				\$0
Total additional for claims and time extensions							\$0

\*\* If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

\*\*\* If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

\*\*\*\* Multiple dependencies, if any, included in the above calculation.

\* If the entry in column 2 is less than the entry in column 4, write "0" in column 5.

A check in the amount of \_\_\_\_\_ is attached.

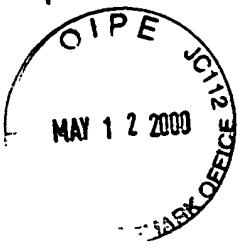
Charge \$ \_\_\_\_\_ to deposit account \_\_\_\_\_ (A duplicate of this sheet is enclosed)

Please charge any additional fees or credit overpayment to Deposit Account 50-0534 A duplicate of this sheet is enclosed.

Respectfully Submitted,

  
Donald R. Boys  
Reg. No. 35,074

Central Coast Patent Agency  
P.O. Box 187  
Aromas, CA 95004  
(831) 726-1457



41  
#14  
Amend D  
5.31.00

IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit 2733  
Examiner Huy D. Vu

In Re: Alec Miloslavsky  
Case: P3253  
Serial No.: 08/948,530  
Filed: 10/9/97  
Subject: Apparatus and Methods Enhancing Call Routing  
To And Within Call-Centers

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To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

Dear Sir:

**Amendment D**

**In the claims:**

All of the claims standing for examination herein are reproduced below.

6. An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to at least one agent workstation in an IPNT-capable call center, comprising:

an initial call-processing system receiving IPNT calls from customers over a wide area network (WAN), and including a Service Control Point (SCP) processor routing the incoming IPNT calls to selected agent addresses at the at least one call center;

characterized in that the SCP processor uses activity information, including one or more of call volume, agent status, and agent skills,